

# FELISIA WILLIAMS

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Date: December 24, 2012

Richard F. Salyer House  
560 West 165th,  
New York, NY 10032  
Position: Case Manager

Dear, Sir/Madam

I am writing to express my interest in the Case Manager position at Richard F. Salyer House. I am enclosing my resume which shows that I am highly qualified for the position. I have experience performing a wide range of clerical, secretarial and general office duties, including those that were confidential in nature. I have many years of experience working with many different populations through out my professional career.. I have experience conducting initial application screenings on new potential clients to determine eligibility, handling large case loads, preparing and updating case files, completing recertification packages, Conduct workshop, prioritizing office activities, delegating assignments to other employees and utilizing word processing database.

During the years I worked with Volunteers of America, I gained valuable experience serving as a Case Manager working with families to address their needs. My expertise includes, conducting comprehensive evaluations, and interacting with the general public as a public relations contact and liaison. My assignments required regular on- going contact with outside agencies, assisting clients with employment referrals, conducting field visits, educational training, assisting clients with completing applications, escorting and assisting clients to interviews, process meetings to assess changes in the household and budgets. This experience included collecting service data, participating in the evaluation process, and quality assurance activities.

My leadership skills, background, education, and penchant for details have all served to help make me successful in my professional career. I am also skilled in entering information into database systems and preparing reports. I posses well developed interpersonal skills, and could work well as part of a team or alone.

I believe that my enclosed resume will demonstrate that I have the characteristics and experience you seek. I have learned that hard work is they key to a good life.  
Thank you for your time and consideration and hope to hear from you soon.

Felisia Williams

Sincerely,

# Felisia Williams

300 Cathedral Parkway New York, NY 10026 [FelisiaWilliams300@yahoo.com](mailto:FelisiaWilliams300@yahoo.com) 718-785-6153

## PROFESSIONAL PROFILE

An enthusiastic and caring individual with experience in developing strong working relationships with diverse groups of individuals. A natural leader and motivator who enjoys persuading others to take action. An excellent communication and organizational skills used to conduct training seminars related to community based programs. Proven ability to take initiative, very logical, precise and analytical. Excels in both unsupervised and team environments.

## EDUCATION

COLLEGE OF NEW ROCHELLE, New York, NY  
*Bachelor of Arts Degree – Major: Social Science – 05/2012*

## RELATED EXPERIENCE

### **Organic Cosmetics Plus**

Product Manager 2010 – 2012  
Analyzed complex situations, designed practical solutions, and implemented cost-effective plans to Developed personnel, motivated staff to exceed goals, and improved production and sales. Successfully promoted products and services through effective sales seminars.

### **VOLUNTEERS OF AMERICA *Aids/HIV Family Support Service***

*Cobra Case Manager* 2002 – 2009  
Develop with clients a mutually agreed-upon service plan to address needs and attain desired outcomes. Develop and maintain positive linkages with clients, internal and external agency services, generic community resources. Monitor client success through participation in case conferences, staff meetings reviews of program plans, and development of discharge plans. Document case management activities in a confidential, timely and concise manner, conduct home visits as needed.

### **VOLUNTEERS OF AMERICA *Wards Island Homeless Service Division***

*Case Manager* 2002 – 2002  
Monitoring the evaluation of the clients' progress towards goals and objectives. Maintain a high intense caseload on a daily basis. Assist client to work towards independent living. Reported directly to supervisor for a review of charts and progress. Network with outside agencies on clients behalf.

### **BRONX PERINATAL CONSORTIUM INC, Bronx, NY**

*Community Health Worker* 1997 – 2001  
Provided intensive home visitation services to existing families and pregnant women in need of parenting, health and development assistance. Effectuated outreach services of education, vocation and housing assistance. Worked with various prenatal and social service agencies on clients' behalf. Complied clients' charts, progress reports and home visiting logs on a weekly basis.

### **LIFE ADJUSTMENT CENTER, Bronx, NY**

*Direct Care Counselor* 1995 – 1997  
Provided overall care to diverse population of geriatric patients. Assisted with all activities of daily living. Prepared meals according to a specializing nutritional diets. Escorted patients to and from various medical facilities. Maintained ongoing communication with medical professionals and family members.